Measurement Detail and Standards
Network Performance

Measurement

Mean Time to Notify CLEC

Function
Reporting Network Disruptions And Restorations

Calculation Methodology
Mean Time to Notify CLEC (Disruptions) = Σ [(Date and Time ILEC Notified CLEC of Network Disruption - Date and Time ILEC Detected Network Disruption) / (Count of Network Disruptions)]

Mean Time to Notify CLEC (Restorations) = Σ [(Date and Time ILEC Notified CLEC of Restoration - Date and Time ILEC Completed Restoration) / (Count of Restorations)]

Business Rules
This measurement monitors the timeliness with which ILEC notifies CLEC of major network disruptions and restorations that impact the CLEC's network and customers. The results will be based on the time it takes for the ILEC's centralized control center to notify the CLEC and ILEC of a customer impacting network incident in facilities utilized by the CLEC. When the ILEC's Centralized Control Center becomes aware of the network incident, they must electronically notify both the ILEC and the CLEC.

- The notification time for each outage will be measured in minutes, on a 7 by 24 basis, and divided by the number of outages for the reporting period.
- Notifications must be provided for all incidents above the threshold contained in Attachment VIII of the contract.

Levels of Disaggregation and Data Retention Requirements
See Appendix F

Performance Standard
10 minutes

Measurement Detail and Standards
Collocation Provisioning

Measurement

Mean Time to Respond to Collocation Request

Function
Collocation Provisioning

Calculation Methodology
Mean Time To Respond To Collocation Request = Σ [(Request Response Date – Request Submission Date) / (Count of Request Responses Issued)]

Business Rules
The response interval for each space request is determined by computing the elapsed time from the ILEC receipt of a collocation request (or inquiry) from the CLEC to the time the ILEC returns the requested information or commitment to the CLEC. Elapsed time is accumulated for each type of collocation space request and then divided by the associated total number of collocation requests received by the ILEC during the report period.

- Elapsed time is measured in calendar days and hours.
- A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient).
- Questions about the CLECs collocation request do not count as a "received response."
- Excluded situations:
  - CLEC cancellations or requested delays.

Levels of Disaggregation and Data Retention Requirements
See Appendix E

Performance Standard
10 days

Measurement Detail and Standards
Collocation Provisioning

Measurement

Mean Time to Provide Collocation Arrangement

Function
Collocation Provisioning

Calculation Methodology
Mean Time To Provide Collocation Arrangement = Σ [(Date and Time Collocation Arrangement is Complete – Date and Time Collation Application Submitted) / (Number of Collocation Arrangements Complete)]

Business Rules
The interval is the elapsed time from the ILEC's receipt of an order for collocation from the CLEC to the CLECs acceptance of the collocation without major exceptions. Elapsed time for each order is then divided by the associated total number of collocation orders completed within the reporting period for each type of collocation. The measurement is similar to the Average Completion Interval for resold services and unbundled network element orders and could be reflected as a separate category of that measurement.

- Elapsed time is measured in calendar days and hours.
- Excluded situations:
  - CLEC cancellations or requested delays

Levels of Disaggregation and Data Retention Requirements
See Appendix G

Performance Standard
90 days for physical collocation
60 days for virtual collocation

Measurement Detail and Standards
Collocation Provisioning

Measurement

Percent Due Dates Missed

Function
Collocation Provisioning

Calculation Methodology
Percent Due Dates Missed = Σ [(Number of Orders Not Completed By ILEC Committed Due Date) / (Total Number of Orders Completed During the Reporting Period)]

Business Rules
For each type of collocation, both the total numbers of orders completed within the reporting interval and the number of orders completed but missing the committed due date (as specified on the initial confirmation returned to the CLEC) are counted. The resulting count of orders completed later than the committed due date is divided by the total number of orders completed. The measurement is similar to the Percent Completed on Time for resold services and unbundled network element orders and could be reflected as a separate category within the Percent Completed on Time measurement.

On time delivery is not met if CLEC has major exceptions and does not accept the collocation or if accurate and complete information for augmenting the collocation is not loaded into the ILEC's TIRKs database.

- Elapsed time is measured in calendar days and hours.
- Excluded situations:
  - CLEC cancellations or requested delays

Levels of Disaggregation and Data Retention Requirements
See Appendix G

Performance Standard
Less than 2%

Measurement Detail and Standards
Collocation Provisioning

Measurement

Average Delay Days for Missed Due Dates

Function
Collocation Provisioning

Calculation Methodology
Average Delay Dates for Missed Due Dates =Σ [(Date Collocation Completed – Committed Due Date) / (Total Number of Missed Collocations)]

Business Rules
This measurement shows the average delay days caused by the ILEC to complete collocation facilities.

- The clock starts on the committed due date and stops on the date collocation is accepted by CLEC and TIRKS database accurately and completely updated.
- Elapsed time is measured in calendar days and hours.
- Excluded situations:
  - Delays caused or requested by CLEC

Levels of Disaggregation and Data Retention Requirements
See Appendix G

Performance Standard
No more than 5 days delay for physical
No more than 3 days delay for virtual

Measurement Detail and Standards
Database Updates

Measurement

Average Update Interval

Function
Database Updates

Calculation Methodology
Average Update Interval = Σ [(Completion Date and Time of Database Update – Submission Date and Time of Database Change) / (Total Number of Updates Completed During Reporting Period)]

Business Rules
The actual update interval is determined for each update processed during the reporting period. It is the elapsed time from the ILEC receipt of a syntactically correct transaction from the CLEC to the ILEC's accurate completion of updating all databases affected by the CLEC activity. Elapsed time for each update is accumulated for each affected database (e.g., E911/911, LIDB, Directory and Directory Listings). The time required to update each database is accumulated and then divided by the associated total number of updates completed within the reporting period.

- For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed.
- The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC-initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- The accumulation of elapsed time is based on business days.
- Excluded situations:
  - Updates cancelled by the CLEC
  - Initial update when supplemented by CLEC
  - ILEC updates associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix H

Performance Standard
Directory Assistance: 24 hours
Directory Listings: 24 hours
E911: 48 hours
LIDB: Parity
MSAG: Parity
Other: 24 hours

Measurement Detail and Standards
Database Updates

Measurement

Percent Update Accuracy

Function
Database Updates

Calculation Methodology
Percent Update Accuracy = Σ [(Number of Updates Completed Without Error) / (Number Updates Completed)] x 100

Business Rules
For each update completed during the reporting period, the original update that the CLEC sent to the ILEC is compared to the Database following completion of the update by the ILEC. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., E911/911, LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

- Excluded situations:
  - Updates cancelled by the CLEC
  - Initial update when supplemented by CLEC
  - ILEC updates associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix H

Performance Standard
Directory Assistance: 98% completed without error
Directory Listings: 98% completed without error
E911: 99% completed without error
LIDB: Parity
MSAG: Parity

Measurement Detail and Standards
Database Updates

Measurement

Percent NXXs Loaded and Tested Prior to the LERG Effective Date

Function
Database Updates

Calculation Methodology
Percent NXXs Loaded and Tested Prior to the LERG Effective Date = Σ [(Number of NXXs Loaded and Tested by LERG Date) / (Total NXXs Loaded and Tested)] x 100

Business Rules
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of Disaggregation and Data Retention Requirements
See Appendix H

Performance Standard
100%

Appendix A: Ordering and Provisioning
Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Service
  - Resold Residence POTS
  - Resold Business POTS
  - Resold BRI ISDN
  - Resold PRI ISDN
  - Resold Centrex/Centrex-like
  - Resold Analog PBX trunks
  - Resold DID Trunks
  - Resold Voice-Grade Private Line
  - Resold DS1 Services
  - Resold DS3 Services
  - Resold >DS3 Services
  - Other Resold Services
  - UNE Platform (at least DS0 loop + local switch + transport elements)
  - UNE Channelized DS1 (DS1 loop + multiplexing)
  - Unbundled or UNE-derived 8 dB Analog Loops
  - Unbundled or UNE-derived 2-wire Digital Loops
  - Unbundled or UNE-derived 4-wire Digital Loops
  - Unbundled or UNE-derived ADSL Loops
  - Unbundled or UNE-derived HDSL Loops
  - Unbundled or UNE-derived xDSL Loops
  - Other Unbundled or UNE-derived Loops
  - UNE Analog Switch Port (line side)
  - UNE BRI Capable Switch Port (line side)
  - UNE DS1 Switch Port (line side)
  - UNE PRI Switch Port (trunk side)
  - UNE DID-capable Switch Port (trunk side)
  - UNE Message Trunk Port
  - UNE Dedicated DS0 Transport
  - UNE Dedicated DS1 Transport
  - UNE Dedicated DS3 Transport
  - Interconnect Trunks (DS0s, DS1s and DS3s,
  - Two-Way Trunking, Inbound Augments, separately)
  - Common Transport
  - ILNP
  - PNP
  - ILNP-to-LNP conversions
- Order Activity
  - New Service Installations
  - Service Migrations Without Changes
  - Service Migrations With Changes
  - Local Number Porting
  - Inside Move
  - Outside Move
  - Records Change
  - Feature Changes
  - Service Disconnects
  - Translation Disconnects
  - Standalone Directory Listing (DL)

  - Standalone Directory Assistance (DA) Listing
  - Standalone DL & DA Activity
- Geographic Scope
- Volume Category
- Interface Type
- Type of loop or UNE Combination Cutover and Type of NP involved (i.e., ILNP, PHP or ILNP to PNP conversion)
- Reason for Hold (if applicable)

Data Retained Relating to CLEC Experience

All Reports
- Report month
- Service type (see above for detail)
- Activity type (see above for detail)
- Geographic scope

Order Rejection Codes
- Invalid Address
- Address Errors
- End User Name Doesn't Match ILEC Records
- Incorrect Directory Assistance Listing/Due Date
- Duplicate PON
- Winback (Customer Returned to ILEC)
- ILEC System Problem
- TN Already Disconnected

Order Completion Reports
- CLEC order number
- Order submission date
- Order submission time
- Order completion date
- Order completion time

Order Quality Reports
- Count of orders completed without manual intervention
- Count of FOCs/LSRCs
- Count of syntax rejects
- Count of legacy system rejects
- Interface type
- Original order date for rejected orders
- Rejection notice date and time
- Volume Category
- Manual Fallout (for mechanized orders only)

Order Status Reports
- Interface type
- CLEC order number
- Order submission date and time
- Order submission time
- Status type (reject, FOC/LSRC, Jeopardy Type, Completion Notice)
- Status notice date and time

- Order activity
- Order due date

Coordinated Cutover Reports
- Committed due date and time (from FOC/LSRC)
- Completion date and time
- Volume Category

Held Order Reports
- CLEC order number
- Committed due date
- Report period close
- Hold Reason

Data Retained Relating to ILEC Performance:

All Reports
- Report month
- Service type (see above for detail)
- Activity type (see above for detail)
- Geographic scope

Order Rejection Codes
- Invalid Address
- Address Errors
- End User Name Doesn't Match ILEC Records
- Incorrect Directory Assistance Listing/Due Date
- Duplicate PON
- Winback (Customer Returned to ILEC)
- ILEC System Problem
- TN Already Disconnected

Order Completion Reports
- Average order completion interval
- Standard error for the order completion interval
- Count of orders completed
- Count of orders completed by the due date
- Average offered interval
- Volume category

Order Quality Reports
- Count of orders completed without manual intervention
- Count of FOCs/LSRCs
- Count of syntax rejects
- Count of legacy system rejects
- Interface type
- Volume category

Order Status
- Interface Type
- Status type (reject, FOC/LSRC, Jeopardy Type, Completion Notice)
- Average status interval

- Standard error of status interval
- Number of orders reflected in result
- Order due date

Coordinated Cutover Reports

- Number of early conversions
- Number of conversions > 30 minutes late
- Total number of conversions
- Average conversion interval
- Standard error of conversion interval
- Volume Category

Held Order Reports

- Average held order interval
- Standard error for average held order interval
- Number of orders rejected
- Hold Reason

Appendix B: Maintenance and Repair

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Service Type
  - Resold Residence POTS
  - Resold Business POTS
  - Resold BRI ISDN
  - Resold PRI ISDN
  - Resold Centrex/Centrex-like
  - Resold Analog PBX trunks
  - Resold DID Trunks
  - Resold Voice-Grade Private Line
  - Resold DS1 Services
  - Resold DS3 Services
  - Resold >DS3 Services
  - Other Resold Services
  - UNE Platform (at least DS0 loop + local switch + transport elements)
  - UNE Channelized DS1 (DS1 loop + multiplexing)
  - Unbundled or UNE-derived 8 dB Analog Loops
  - Unbundled or UNE-derived 2-wire Digital Loops
  - Unbundled or UNE-derived 4-wire Digital Loops
  - Unbundled or UNE-derived ADSL Loops
  - Unbundled or UNE-derived HDSL Loops
  - Unbundled or UNE-derived xDSL Loops
  - Other Unbundled or UNE-derived Loops
  - UNE Analog Switch Port (line side)
  - UNE BRI Capable Switch Port (line side)
  - UNE DS1 Switch Port (line side)
  - UNE PRI Switch Port (trunk side)
  - UNE DID-capable Switch Port (trunk side)
  - UNE Message Trunk Port
  - UNE Dedicated DS0 Transport
  - UNE Dedicated DS1 Transport
  - UNE Dedicated DS3 Transport
  - Interconnect Trunks (DS0s, DS1s and DS3s,
  - Two-Way Trunking, Inbound Augments, separately)
  - Common Transport
  - ILNP
  - PNP
  - ILNP-to-LNP conversions
- Trouble Type
  - Inside (Central Office) Dispatch - Out of Service
  - Outside Dispatch - Out of Service
  - Inside Dispatch – Degraded Service
  - Outside Dispatch – Degraded Service
  - No Access or No Trouble Found
  - NXXs not loaded properly by ILEC
  - NXXs not loaded properly by party other than CLEC/ILEC
  - All Other Troubles
    - "Out of Service" means that the customer has no dial tone.
    - "Dispatch" means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.
- Geographic Scope

- Company

Data Retained Relating to CLEC Experience

- Report Month
- CLEC Ticket #
- Ticket Submission Time
- Ticket Submission Date
- Ticket Completion Time
- Trouble Resolution Time
- Trouble Resolution Date
- Service Type
- WTN or CKTID (a unique identifier for elements combined in a service configuration)
- Trouble Type (see above)
- Geographic Scope

Data Retained Relating to ILEC Performance:

- Report month
- Average restoral interval
- Standard error for the average restoral interval
- Service type
- Trouble type (see above)
- Geographic scope
- Number of tickets
- Count of troubles
- Percent of repeat troubles
- Count of repeat troubles
- Number of service access lines

Appendix C: General

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Interface type offered for each functional area (See Appendix A)
- Business Period (8:00AM to 8:00PM local time versus 8:00PM to 8:00AM, weekends and holidays)
- Pre-ordering query types (See Appendix A)
  - Due Date Reservation (if separate transaction from Appointment Scheduling)
  - Feature Function Availability
  - Facility Availability (if separate transaction from Feature/Function Availability)
  - Qualification of Loops for Advanced Digital Services
  - Street Address Validation
  - Service Availability Information (if separate transaction from Feature/Function Availability)
  - Appointment Scheduling
  - Customer Service Records
  - Telephone Number
  - PIC
  - Rejected or Failed Queries (regardless of type)
- Maintenance query types (See Appendix A)
  - Create (or confirm logging of) a Maintenance Request
  - Obtain Status
  - Obtain Test Results
  - Cancel Request
  - Rejected of Failed Queries (regardless of type)
  - Clearance Notification
  - Closure Notification
- Support center type
- Change Management Notifications
  - Type 1 – Changes to systems/processes that require immediate implementation to correct error conditions or other situations impacting normal day-to-day operations
  - Type 2 – Changes to systems/processes that are required to meet specific regulatory obligations
  - Type 3 – Changes to systems/processes for industry standard releases (such as upgrading from LSR 2 to LSR 3 as implemented in an EDI standard)
  - Type 4 – Changes to systems/processes that are related to upgrades and enhancements as well as preplanned maintenance changes that originate from ILEC
  - Type 5 -- Changes to systems/processes that are related to upgrades and enhancements that originate from CLEC
  - Category A – Changes which impact interfaces or interface operations
  - Category B – Changes which impact business processes

Data Retained Relating to CLEC Experience

All Reports

- Report month

System Availability

- Interface type (identifies each unique interface available to CLECs)
- Business period
- Scheduled hours available
- Actual hours available

Center Responsiveness

- Center identifier

- Center type
- Mean speed of answer
- Standard error for mean speed of answer
- Count of calls answered
- Count of calls abandoned

Average Response Interval for Real-time OSS Queries
- Query identifier (e.g., unique tracking number)
- Query receipt date by ILEC
- Query receipt time by ILEC
- Query type (per reporting dimension)
- Response return date
- Response return time

Data Retained Relating to ILEC Performance

All Reports
- Report month

System Availability
- Report Month
- Functionality Identification
- Business Period
- Percent Availability of Functionality

Center Responsiveness
- Center identifier
- Center type
- Means speed of answer
- Standard error for mean speed of answer
- Count of calls answered
- Count of calls abandoned

Average Response Interval for Real-time OSS Queries
- Interface Type
- Query Type (per reporting dimension)
- Mean response interval
- Query Count
- Standard error of the mean response interval

Appendix D: Billing

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Type of record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating to CLEC Experience

All Reports

- Report month
- Record type or invoice type

Timeliness of Billing Record Delivery

- Mean delivery interval
- Standard error of delivery interval
- Number of messages or invoices delivered

Accuracy of Billing Records

- Number of records with errors
- Number of records delivered

Data Retained Relating to ILEC Performance

All Reports

- Report month
- Record type or invoice type

Timeliness of Billing Record Delivery

- Mean delivery interval
- Standard error of delivery interval
- Number of messages or invoices delivered

Accuracy of Billing Records

- Number of records with errors
- Number of records created

Appendix E: OS, DA & DL

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Operator Services By Center
- Directory Assistance By Center
- Directory Listings By Directory

Data Retained Relating to CLEC Experience

- Month
- Type of Measurement (OS Calls, DA Calls or Directory Listing
- Center Identifier (or Directory ID for DL)
- Mean Speed of Answer (OS & DA only)
- Standard Error for Mean Speed of Answer (OS & DA only)
- Number of Calls Answered (OS & DA only)
- Directory Close Date (DL only)
- List Availability Date (DL only)

Data Retained Relating to ILEC Experience

- Month
- Type of Measurement (OS Calls, DA calls or Directory Listings)
- Center Identifier (or Directory ID for DL)
- Mean Speed of Answer (OS & DA only)
- Standard Error for Mean Speed of Answer (OS & DA only)
- Standard Error for Mean Speed of Answer (OS & DA only)
- Directory Close Date (DL only)
- Listing Availability Date (DL only)

Appendix F: Network Performance
Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Trunk Capacity Type (DSO, DS1, DS3, etc.)
- By Switch (Serving CLEC) and tandem for CLEC
- By Switch (Serving CLEC) and tandem for ILEC
- Company
- Geographic Scope
- Type of Reportable Incident: Disruption or Restoration

The following types of reportable incident should be reported on, but disaggregation by type (except disruption vs. restoration in total) is not necessary:

Switching (Local/Tandem):

- Complete loss of call processing capability from a switch (host/remotes) lasting 2 minutes or longer
- Network Incident (Loss of Dial Tone) affecting one thousand access lines
- Media Interest: Any interruption or outage that may cause public or news media attention

Transport:

EQUIPMENT AND/OR FACILITY FAILURES

- Local (200 or more working pairs affected, causing loss of dial tone)
- Toll/EAS (Isolation of an entire exchange) > 2 minutes
- Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 minutes
- A transport equipment failure (E.G. DACS) > 2 minutes

BROADBAND

- Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems)
- ATM (A failure of one OC3 or two DS3s)
- SMDS (A failure of one DS3 or four T1s)
- Packet Switching (Any failure of an access module (AM) or resource module (RM))

NARROWBAND

- 5 T1 carrier systems (within a switch)
- Fiber (Any working fiber providing customer service that falls without protection)
- Media Interest: Any interruption or outage that may cause public or news media attention

SS7:

- Loss of mated pair of STP or SCP > 2 minutes
- Media Interest: Any interruption or outage that may cause public or news media attention

Trunking:

- Loss of intra/interoffice calling lasting 2 minutes or longer (e.g. Toll and/or EAS)
- Media Interest: Any interruption or outage that may cause public or news media attention

911:

- A central office isolation from the E911 network for 2 minutes or longer
- Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for 2 minutes or longer (e.g. translations, trunking frame failure, etc.)
- A PSAP isolation from the E911 network for 2 minutes or longer (e.g. translations, trunking problems, etc.)
- A transport cable failure that isolates a central office from the E911 network; (Local switch to the E911 tandem) transport cable failure that isolates a PSAP from the E911 tandem; a transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; a transport equipment failure that isolates a central office from the E911 network; a transport equipment failure that isolates a

Public Safety Answering Point (PSAP) tandem; or a transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem

- Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities, state and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's, etc.

Data Retained Relating to CLEC Experience

- Report Month
- By Switch (Serving CLEC) for CLEC
- Trunk Capacity Type
- Trunk Group Identifier
- Geographic Identifier
- Busy Hour and Day
- Calls Attempted
- Calls Blocked
- Type of Event
- Meantime to notify CLEC
- Number of Events

Data Retained Relating to ILEC Experience

- Report Month
- By Switch (Serving CLEC) for ILEC
- Trunk Capacity Type
- Trunk Group Identifier
- Geographic Identifier
- Busy Hour and Day
- Calls Attempted
- Calls Blocked
- Type of Event
- Mean Time to Detect Event
- Number of Events

Appendix G: Collocation Provisioning

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Type of Collocation
  - Physical within CO (space available at time of request)
  - Physical within CO (space created in response to request)
  - Physical outside of CO (space available at time of request)
  - Physical outside of CO (space created in response to request)
  - Virtual
  - Backhauling to neighboring CO
  - Access to GR-303 compatible concentration equipment (leased UNE alternative)
  - Other alternatives to physical
- Geographic Scope

Data Retained Relating to CLEC Experience

- Report Month
- Request Identifier (e.g., unique tracking number)
- Date and Time of Request receipt by ILEC
- Request type (per reporting dimension)
- Response Date and Time
- Committed Delivery Date and Time
- Actual Delivery Date and Time
- Response Date and Time

Data Retained Relating to ILEC Experience

- Report Month
- Request Identifier
- Date and Time of Request Receipt by ILEC
- Response Date and Time
- Committed Delivery Date and Time
- Actual Delivery Date and Time
- Geographic scope

Appendix H: Database Updates

Levels of Disaggregation and Data Retention Requirements

The following provides detail regarding the levels of disaggregation (i.e., sub-metrics, reporting dimensions) and data retention requirements for all measurements in this section.

Levels of Disaggregation

- Company
- Database Type
  - E911/911 ALI, Selective Router
  - MSAG
  - LIDB
  - OS/DA
  - DL
  - NXX tables at CO for call completion and NXX routing
  - NXX tables at tandem for call completion and NXX routing

Data Retained Relating to CLEC Experience

- Report Month
- Database Type
- Update Submission Date
- Update Submission Time
- Update Completion Date
- Update Completion Time
- Reporting Dimension
- Geographic Scope

Data Retained Relating to ILEC Experience

- Report Month
- Database Type
- Mean Interval for Update
- Standard Error of Mean
- Number of Updates
- Number of Updates With Errors
- Geographic Scope

Appendix I: Ordering/Provisioning Benchmarks

Installation and FOC/LSRC Intervals

Measurement Description	MCIW Business Need	
	Installation Interval (In Business Days Unless Otherwise Noted)	FOC/LSRC (In Business Days Unless Otherwise Noted)
UNE-P/Resale	1	15 s (electronic); 4 hours (other)
INTERCONNECTION TRUNK		
DS0 1-10 lines	5	2
DS0 11+ lines	10	2
DS1	10	2 days except SWB and Alltel in 2; GTE in 1
DS3 1-10 lines	10	3
DS3 11+ lines	15	3
UNBUNDLED LOOP PROVISIONING		
2 and 4 Wire analog voice grade loop	3	1
2 Wire ISDN digital loop 4 Wire 56 of 64 Kbps digital loop ADSL – 2 Wire asymmetrical digital subscriber HDSL – 2 and 4 Wire high bit rate digital subscriber line loop	5 (1-5) 7 (6-14) ICB (15+) These intervals apply to each category at left.	2 (1-5) 2 (6-14) N/A (15+) These intervals apply to each category at left.
LOOP CONCENTRATION		
Loop channelization system	30	8
Central Office Channel Interfaces 2 and 4 wire	10	3
SUB LOOPS (OUTSIDE PLANT)		
Loop Feeder	30	7
Loop Concentration (dependent on equipment and right of way)	30	5
NETWORK INTERFACE DEVICE (NID)		
NID to NID Cross Connect 2 and 4 wire	3	1
NID to Spare Capacity	3	1
OPEN AIN (OAIN)		
OAIN tool kit	45	10
OAIN service management system	45	10
CCS7 SIGNALLING TRANSPORT SERVICE		
A and D-Link Signaling	30	5
STP – Signaling Transfer Point	30	5
Dedicated 2 and 4 wire voice grade	3	1
UNBUNDLED INTEROFFICE TRANSPORT		
Interoffice Transport and MUX: Analog line grade, DS0, DS1, DS3 and Dedicated 2 and 4 wire voice grade and Local channel dedicated DS1	20 for all	6 for all
Dark Fiber	ICB	N/A

Appendix I: Ordering/Provisioning Benchmarks

Measurement Description	MCIW Business Need	
	Installation Interval (In Business Days Unless Otherwise Noted)	FOC/LSRC (In Business Days Unless Otherwise Noted)
OS AND DA UNES		
Operator Call Processing – OPCH, FACH, BLV, EI, ECT and Facility based Inward Operator Services Directory Assistance: Access Service, Call Completion, Number Services Intercept, Transport, Database Service Direct Access to DA service	30 for all	7 for all
CUSTOMIZED CALL ROUTING (SELECTIVE ROUTING – LCC)		
1-5 LCC 6-25 LCC > 25 LCC	30 60 ICB	7 15 N/A
UNBUNDLED LOCAL SWITCHING		
2-Wire analog line port: 1 –25 2-Wire analog line port: 25+	3 ICB	2 N/A
Hunting Switching Functionality Unbundled Local Usage (entire local calling area)	3 3 3	1 1 1
2 Wire analog DID trunk port 2 Wire ISDN digital line side port 4 Wire ISDN DS1 digital trunk port	3 3 ICB	1 1 N/A
UNBUNDLED ACCESS TO OSS		
Preorder Ordering/Provisioning Maintenance/Repair	30 30 30	7 7 7
ACCESS TO DATABASES		
800 Database	10	3
Line Information Database (LIDB)	30	7
INTERIM NUMBER PORTABILITY		
Typical (<20 lines, paths, trunks)	6	2
Non-Typical	ICB	2
LOCAL NUMBER PORTABILITY		
Typical (<20 lines, paths, trunks) Non-Typical	5 ICB	2 2
COLLOCATION		
Physical Collocation	90 calendar days	N/A
Virtual	60 calendar days	N/A

ATTACHMENT 2